

New General Manager

(Continued from Page 1)

to continue to improve the quality of life of our residents by increasing the delivery of quality Customer Service and to develop partnerships with residents to insure that the service delivery is meeting the needs of the residents. To that end, there are responsibilities for both DHC staff and residents to attain:

DHC Staff Responsibilities

Housing Operations staff will be focusing on, but not limited to the following areas:

¥ Curb Appeal

Over the next few months as the weather begins to move towards Spring, you will notice DHC's commitment to upgrading and enhancing the appearance of our building exteriors and the site grounds. We will be landscaping, planting trees, shrubs and perennial plants, repaving and re-striping parking lots, removing graffiti and regularly maintaining and policing the grounds for litter and debris.

¥ Common Area Upgrades

We will continue to provide upgrades in the common areas in all of the senior high rises: painting of the common areas (lobbies, lunchrooms, game rooms

and rest rooms), and repairing or replacing outdated lighting systems.

¥ Unit and Building Inspections

DHC Operations staff will continue to do regularly scheduled inspections of units, systems and buildings to assure that they are operating safely.

¥ Work Orders

The DHC maintenance staff is committed to increasing the response rate to your maintenance needs. As a reminder, if you have any maintenance problems in your unit, you must notify DHC by calling to request a work order. The number to call is (313)877-8632.

DHC Residents Responsibilities

In order for DHC staff to consistently provide quality services that can be sustained, it is important that the residents do their part to insure the success of these efforts:

¥ Trash and Litter Removal

Each resident household is responsible for properly and safely disposing of trash and other disposal items. Further, where applicable, each household is responsible for maintaining the cleanliness of the immediate grounds

(See New General Manager, Page 7)

Survey Results

(Continued From Page 1)

HUD's Public Housing Drug Elimination Program.

The survey gauged residents' perception of safety.

When asked the question "How safe do you feel at night in your home," 68.5% of residents surveyed said that they felt very safe, or somewhat safe. When asked how safe they felt out alone at night walking in your development or immediate neighborhood, 54.2% of residents said that they felt very safe or somewhat safe. A positive result was also noted when residents were asked about safety out alone during the day walking in your development or immediate neighborhood. For that question 68.5% of residents stated that they felt very safe or somewhat safe.

When residents asked how safe they felt compared to one year ago, an overwhelming majority of residents stated that they felt their level of safety has remained the same or improved over the previous year. When asked how safe they felt compared to a year ago at night or walking through the developments, 85.6% and 71.4% respectively said that they felt about the same or more safe. When

asked about daytime safety, 82.7% of residents felt about the same or more safe.

Also when asked about specific areas of safety such as crime, vandalism or graffiti, groups hanging out, drug dealing and drug use, an overwhelming majority of residents said that compared to the previous year they felt about the same or more, or did not have a problem in any of those areas.

The Housing Support Section has been working hard to foster this sense of safety. We maintain a force of 55 full-time police officers backed up by state of the art security equipment and private security guards. We patrol the developments 6 days a week and have made significant arrests especially at Jeffries and other developments.

Although crime is down, we do still have crime problems that we are addressing. The individuals who commit crimes are mostly outsiders who do not live in public housing. With the security force we presently have, I am confident that we can maintain and improve security so that even higher numbers of residents will feel and be safe in the future.

New General Manager

(Continued From Page 5)

surrounding your unit.

¥ Housekeeping

Each resident is reminded that you must maintain your unit in a clean, safe and orderly manner.

¥ Responsibility of the Head of Household

The head of household is responsible for the actions and behaviors of other household members and guests. The head of household is accountable for any lease violations or damages caused by guests or other family members.

Once again, I would like to stress to each household that the Detroit Housing Commission remains committed to upgrading its service delivery to enhance the quality of life of all residents. Additionally, all residents have to do their part by complying with the basic obligations of the lease that each household has entered. If this can be achieved, then the Detroit Housing Commission and its residents can partner to effectively change the face of public housing without changing the faces within public housing.

Resident Council Elections

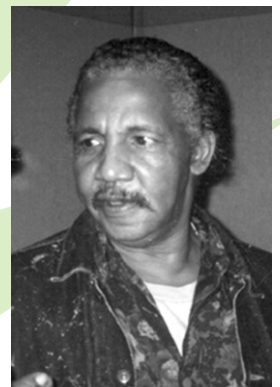
(Continued from Page 1)

Council election at their site. Notification of the meeting dates and times will be posted in the Management Office. Residents eligible to vote include those age 18 or older whose names appear on the unit lease.

The resident councils provide a vital voice for residents. The Commission addresses resident concerns through the Councils. Also, the Resident Council Presidents or their representatives sit on the Resident Advisory Board that is responsible for communicating with the Commission on a variety of resident concerns. Your Resident Council is the way to effectively express your voice.

Wilbert “Dino” Wilcox Honored At Service

A memorial service was held on February 22 at Conner Waveney for Wilbert Dino Wilcox, President of the Conner-Waveney Resident Council. The service honored Dino for his work on behalf of public housing residents and renamed the Conner Waveney Community Room in his honor.



Wilbert "Dino" Wilcox

Customer Service Training Held

DHC Operations, Maintenance and Program Planning staffs participated in Customer Service Training classes which were held from February 26 to March 12. The training sessions, conducted by the City of Detroit's Human Resources Department, were designed to improve telephone etiquette and communications between DHC employees and customers.

DHC Resident Satisfaction Survey Completed

In February, DHC site managers and staff held meetings with residents to survey their opinions on maintenance and resident services. The survey information will be used to develop quality

improvement plans for the Commission.

HUD Will Administer Its Own Resident Service And Satisfaction Survey

The Resident Service and Satisfaction Survey is one of four ways that HUD's new Real Estate Assessment Center (REAC) will evaluate DHC's performance through the new Public Housing Assessment System (PHAS). The survey will measure resident satisfaction and experience with their living conditions. Resident households will be randomly selected to receive the survey. If selected, residents are encouraged to please take the time to complete it. Resident participation is essential to the survey's success. Resident opinion is very important to HUD.

Detroit Housing Commission

1301 East Jefferson, Detroit, MI 48207

"Together, We're Building Neighborhoods"

phone: 313.877.8000

fax: 313.877.8659

resident info line 313.877.8877